IN THE CLAIMS:

Claims 1-47: Cancelled

48. (New) An automated method of a service provider establishing broadband service with a subscriber, comprising the steps of:

receiving an order for broadband service from said subscriber, including establishing a control dialog between an automation server and a subscriber computer, said establishing including providing an automation agent to said subscriber, said automation agent being adapted to configure said subscriber computer to initiate a control dialog with said automation server, wherein said order includes a service option;

configuring said automation agent to execute a configuration workflow, including transmitting said workflow to said automation agent via said control dialog, said workflow being based on said service option and including conditions for said subscriber computer to successfully operate over said broadband service, said automation agent being further adapted to perform said workflow and to determine broadband service availability information;

configuring physical assets of a broadband network by employing said automation server to receive said service availability information from said automation agent, and to configure said physical assets based on said order and said service availability information; and

configuring said subscriber computer by providing to said automation agent, via said control dialog, subscriber and broadband modem configuration information, wherein said

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automation agent is further adapted to provision said subscriber computer and said broadband modem according to said configuration information.

49. (New) The method as recited in Claim 48, further comprising the step of upgrading said broadband network to add a geographic region that includes said subscriber, thereby newly enabling said subscriber for broadband network access.

50. (New) The method as recited in Claim 49, wherein establishing said control dialog further includes said automation server accessing a broadband deployment database updated after said upgrading.

51. (New) The method as recited in Claim 48, wherein said service provider provides said automation agent via an internet download to said subscriber.

52. (New) The method as recited in Claim 48, wherein said service provider provides said automation agent to a computer manufacturer for preloading on said subscriber computer.

53. (New) The method as recited in Claim 48, wherein said automation agent is adapted to configure said subscriber computer for a baseline network access method to conduct said control dialog.

54. (New) The method as recited in Claim 48, wherein receiving said order includes said service provider advertising, via said automation agent, said broadband service to said subscriber.

55. (New) The method as recited in Claim 48, wherein said control dialog includes said automation server receiving a status from said automation agent resulting from executing said workflow, and said automation server updates a subscriber profile database with said status.

56. (New) The method of claim 48, wherein said broadband network is a DSL network.

57. (New) The method of claim 56, wherein said workflow includes using a narrowband modem to contact a DSL line qualification server to test a physical line outside the scope of said broadband network, and wherein said service availability information includes DSL subscriber loop characteristics associated with said physical line.

58. (New) The method of claim 48, wherein said broadband network is a cable network.

59. (New) The method of claim 58, wherein said workflow includes detecting a carrier signal from said cable network and attempting to communicate with said automation server via said cable network, and said service availability information includes a signal strength of said carrier signal or an error code resulting from said attempt.

60. (New) The method of claim 48, wherein said broadband network is an ISDN network.

61. (New) The method of claim 48, wherein said broadband network is a wireless network.

62. (New) An automated method of establishing broadband service between a subscriber and a service provider, comprising the steps of:

provifing an order for broadband service from said subscriber, including establishing a control dialog between an automation server and a subscriber computer, said establishing including receiving an automation agent from said service provider, said automation agent being adapted to configure said subscriber computer to initiate a control dialog with said automation server over a network, wherein said order includes a service option;

performing a configuration workflow received from said automation server via said control dialog, said workflow based on said service option and including conditions for said subscriber computer to successfully operate over said broadband service, said performing including determining broadband service availability information;

configuring said subscriber computer by receiving from said automation server via said control dialog subscriber and broadband modem configuration information, wherein said automation agent is further adapted to provision said subscriber computer and said broadband modem according to said configuration information.

63. (New) The method as recited in Claim 62, wherein said automation agent is configured to instruct a cable modem connected to said subscriber computer to detect a carrier signal from said network.

64. (New) The method as recited in Claim 62, wherein said automation agent is configured to command a narrowband modem connected to said subscriber computer to test a physical line outside the scope of a broadband network.

65. (New) The method as recited in Claim 62, wherein said automation agent is configured to receive from said automation server broadband modem provisioning and configuration information.

66. (New) The method as recited in Claim 62, wherein said automation agent collects a status resulting from executing said workflow, and provides said status to said automation server via said control dialog.

67. (New) The method of claim 62, wherein said network is a broadband DSL network.

68. (New) The method of claim 67, wherein said network is a broadband network, and said workflow includes using a narrowband modem to contact a DSL line qualification server to test a physical line outside the scope of said broadband network, and wherein said service availability information includes DSL subscriber loop characteristics associated with said physical line.

69. (New) The method of claim 62, wherein said network is a broadband cable network.

70. (New) The method of claim 69, wherein said workflow includes detecting a carrier signal from said cable network and attempting to communicate with said automation server via said cable network, and said service availability information includes a signal strength of said carrier signal or an error code resulting from said attempt.

71. (New) The method of claim 62, wherein said network is a broadband wireless network.

72. (New) An automation server for establishing broadband service between a subscriber and a service provider, comprising:

a processor for executing instructions;

a memory for storing said instructions, wherein said instructions comprise:

first instructions for receiving an order for broadband service from said subscriber, including establishing a control dialog between said automation server and a subscriber computer, said establishing including providing an automation agent to said subscriber, said automation agent being adapted to configure said subscriber computer to initiate a control dialog with said automation server, wherein said order includes a service option;

second instructions for configuring said automation agent to execute a configuration workflow, including transmitting said workflow to said automation agent via said control dialog, said workflow being based on said service option and including conditions for said subscriber computer to successfully operate over said broadband service, said automation agent being further adapted to perform said workflow and to determine broadband service availability information;

third instructions for configuring physical assets of a broadband network by employing said automation server to receive said service availability information from said automation agent, and to configure said physical assets based on said order and said service availability information; and

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fourth instructions for configuring said subscriber computer by providing to said automation agent, via said control dialog, subscriber and broadband modem configuration information, wherein said automation agent is further adapted to provision said subscriber computer and said broadband modem according to said configuration information

73. (New) The automation server as recited in Claim 72, wherein said subscriber is located in a geographic region of subscribers newly enabled for broadband network access by an upgrade to said network.

74. (New) The automation server as recited in Claim 73, wherein said first instructions include instructions to directly access a broadband deployment database updated after said upgrading.

75. (New) The automation server as recited in Claim 72, wherein said first instructions include instructions to provide said automation agent via an internet download to said subscriber.

76. (New) The automation server as recited in Claim 72, wherein said service provider provides said automation agent to a computer manufacturer for preloading on said subscriber computer.

77. (New) The automation server as recited in Claim 72, wherein said automation agent is adapted to configure said subscriber computer for a baseline network access method.

78. (New) The automation server as recited in Claim 72, wherein said first instructions include instructions to market, via said automation agent, said broadband service to said subscriber.

79. (New) The automation server as recited in Claim 72, wherein said second instructions include instructions to receive a status resulting from said automation agent executing said workflow, and to include said status in a subscriber profile database.

80. (New) The automation server of claim 72, wherein said broadband network is a DSL network.

81. (New) The automation server of claim 80, wherein said workflow includes using a narrowband modem to contact a DSL line qualification server to test a physical line outside the scope of said broadband network, and wherein said service availability information includes DSL subscriber loop characteristics associated with said physical line.

82. (New) The automation server of claim 72, wherein said broadband network is a cable network.

83. (New) The automation server of claim 81, wherein said workflow includes detecting a carrier signal from said cable network and attempting to communicate with said automation server via said cable network, and said service availability information includes a signal strength of said carrier signal or an error code resulting from said attempt.

84. (New) The automation server of claim 72, wherein said broadband network is an ISDN network.

85. (New) The automation server of claim 72, wherein said broadband network is a wireless network.

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